

# Spring 2016 Health & Wellness Newsletter



## Check out what Molina offers online

Have you logged in to the Molina website lately? You have many resources to help you learn more about how Molina works. One of these great resources is our *Guide to Accessing Quality Health Care*.

Look for the *Guide* on the Quality Improvement Program section of the website. Go to <http://tinyurl.com/MHCQualityGuide>.

This *Guide* helps you learn about the programs and services we offer to our members. You can read about our:

- **Quality Improvement Program.** We always look for ways to improve the care you receive. You can read about the progress we make each year.
- **Case Management Program.** We are here to give you extra help if you have an ongoing, complex health condition.
- **Health Management Program.** We give tips on how to stay healthy if you have a chronic condition.

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All newsletters are also available at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

To get this information in your preferred language and/or accessible format, please call Member Services. The number is on the back of your Member ID card.

Este boletín informativo también está disponible en español. Por favor, comuníquese con el Departamento de Servicios para Miembros para pedir una copia en español.

[MolinaHealthcare.com](http://MolinaHealthcare.com)

This *Guide* gives you details about how we:

- Protect your privacy
- Work with our providers to make sure you get safe health care
- Make choices about your health care
- Look at new services to provide as part of the benefits we cover
- Guide you in the process to help you get health care after hours or during an emergency
- Help you find answers to drug benefit questions
- Give you details about the services we offer for behavioral health issues
- Tell you about your rights and responsibilities when you are enrolled in one of our health plans
- Give you tips on how to get a second opinion about your health care from another provider
- Show you how to get care out-of-network
- Allow you to file a grievance if you have problems with your medical care or Molina's service
- Let you appeal a denied service or a claim when it is not paid
- Tell you how to find information about our providers in the provider directory
- Help you learn how to fill out an Advance Directive to help you make health care decisions
- Review new studies to make sure the new services are proven to be safe
- Offer TDD/TTY services for our members who need help with hearing or speech
- Offer language translation services for our members who need them
- Tell you how to access online tools, such as:
  - Health Appraisal
  - Self-Management
  - Order ID cards
  - Contact Member Services and Nurse Advice line by email

This *Guide* gives you a checklist with tools you can find on the website. These tools include:

- Lists of our Molina contracted providers and hospitals, that include:
  - Provider names, addresses and phone numbers
  - A provider's board certification status
  - Office hours for all sites
  - Providers accepting new patients
  - Languages spoken by the provider or staff
  - Hospital information including name, location and accreditation status
- Details about your benefits and services that are included and excluded from coverage
- Co-payments and other charges you must pay (if they apply)
- What you do if you get a bill for a claim
- FAQs (frequently asked questions and answers)



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- Pharmacy procedures, such as:
  - Drugs we do not cover
  - Drug limits or quotas
  - The process to request an exception for drugs not on the formulary
  - The process for generic substitution, therapeutic interchange (using drugs that are different but have the same effects) and step-therapy protocols (certain drugs are tried first before we cover another drug for the same condition)
- How to contact Utilization Management (UM) staff about a UM issue or question
- UM affirmative statement about incentives
- Preventive health guidelines and shot schedules
- Your rights and responsibilities and the privacy of your information

You can print out the *Guide* and any other information you need from our website. You may also call Member Services and ask to have a hard copy of materials mailed to you. The number is on the back of your Member ID card.

## Annual Checkup

**See your provider for an annual checkup.** It is important to discuss what screenings you need and when you need them. Visit your provider even if you feel healthy.

### Why are screenings important?

Screenings can help prevent certain diseases. They also help find health problems early, when they are easier to treat. If you do have a health problem, your provider can help you manage it.

Your age, health, family history, and other factors affect how often you need to visit your provider. Regular preventive visits to your provider can help keep you healthy.

## Are You Taking Any Medicine?

Make sure to keep a list of all your prescription and over-the-counter medicines. Review your list with your provider at least once a year. Bring your current medicine with you to all provider appointments. This helps make sure that you:

- Take all the medicines you need.
- Stop taking the ones you no longer need.
- Take medicines that are safe to take together.



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# Interpreter Services

- Do you speak a language other than English (including sign language)?
- Do you have trouble speaking to your doctor in English?
- Do you need an interpreter?

Communication between you and your doctor is very important. If your doctor knows your problems, he or she can help you. We want to make sure you get quality care.

**Molina offers interpreter services at no cost to you! If you need:**

<b>Telephone Interpreters</b>	Call Member Services at 1-888-665-4621
<b>Face to Face Interpreters</b> <i>(they can meet you at your doctor's office)</i>	Call Member Services at 1-888-665-4621
<b>TTY Services</b> <i>(if you are deaf or hard of hearing)</i>	Dial 711 for the California Relay Service
<b>Sign Language Interpreters</b>	Call Member Services at 1-888-665-4621

When you call to ask for an interpreter, please remember to:

- Call Member Services 3 to 5 working days before your doctor's visit to ask for an interpreter.
- For sign language interpretation, it is best to call at least 5 days before your visit to ask for an interpreter.
- If you reschedule or cancel your doctor's visit please call Member Services to let them know. Member Services will reschedule or cancel your interpreter for you. .

**All members have access to interpreter services. Please do not use a family member, minor or friend to interpret for you.**



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# Health Education Services

Molina Healthcare's Health Education Department is committed to helping you stay well. We offer programs that can help you manage health conditions such as smoking cessation, weight management, asthma and diabetes management. Please call (866) 472-9483 to enroll or get more information.



## Welcome, New Members!

New members must see their primary care provider (PCP) for an Initial Health Assessment (IHA) within 120 days of becoming a member. Children must also have an IHA within 120 days of becoming a member. For children 2 years old and younger, the IHA should be completed either within 120 days, or as suggested by the American Academy of Pediatrics (AAP), *whichever time period is less*. Please ask your child's doctor. This first meeting with your new PCP helps you get to know your PCP when you are well. Your PCP will review your health status and medical needs.

Go to your PCP for yearly check-ups, for tests and test results, shots, and – of course – when you are ill. If you or your child needs special care, your PCP will help you get it. Your PCP will help keep you and your child healthy.

Always try to be on time for your IHA and other appointments. If you are going to be late or cannot keep your appointment, call your doctor's office.

If you have questions about seeing your PCP for an IHA, call Molina Healthcare Member Services toll-free at 1 (888) 665-4621.

**Are you having trouble speaking to your doctor in English?** You have a right to an interpreter. There is no cost to you. Tell the office staff if you would prefer to talk in your own language, (including sign language). If you need help, call Member Services at (888) 665-4621 (TTY/TDD 711 for the California Relay Service), M-F 7 a.m. – 7 p.m.

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**QI Department**

200 Oceangate, Suite 100  
Long Beach, CA 90802



## Questions about Your Health?

**Call Our 24-Hour Nurse Advice Line!**

English: (888) 275-8750  
Spanish: (866) 648-3537

**OPEN 24 HOURS!**

Your health is our priority!

TTY users should dial 711.

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Your Extended Family.